



Electricity

Fact Sheet

SA Power Networks' Guaranteed Service Level (GSL) scheme

What is the GSL scheme?

SA Power Networks is required to automatically make payments to its customers when certain service levels are not met under its Guaranteed Service Level (GSL) scheme.¹

From 1 July 2025, GSL payments will be made to customers that experience the following service issues:

GSL category	Amount (GST inc)
Total annual duration of supply interruption > 20 and ≤ 30 hours	\$100
Total annual duration of supply interruption > 30 and ≤ 60 hours	\$150
Total annual duration of supply interruption > 60 hours	\$300
Frequency of supply interruptions > 9 interruptions per year	\$100
Promptness of providing infrastructure to enable a new connection – within 6 business days	\$65 per day to a maximum of \$325

GSL payments for supply interruptions are made in respect of a customer's supply address. If a customer moves to a new address, the calculation of the total duration or frequency of interruptions in a year is reset at the new supply address.

GSL payments are made once annually, as a credit on the customer's first retail electricity account sent after 9 September. There is no need to apply for a GSL payment.

The GSL scheme is funded by all of SA Power Networks' customers. Payment amounts have been set at a level to acknowledge the inconvenience customers experience with these service issues, rather than providing 'insurance-style' compensation for any loss or damage that a customer may suffer. This helps control the costs of the scheme.

SA Power Networks has a separate compensation scheme that may be able to assist customers who have suffered loss or damage. However, there are limitations on the payments made under this scheme (further details are provided overleaf).

Some interruptions are excluded from the GSL scheme

SA Power Networks does not need to make GSL payments for the following types of interruptions:

- ▶ transmission and generation failures
- ▶ disconnections required in an emergency (for example, a bushfire)
- ▶ faults that are caused by, and only affect, a single customer
- ▶ momentary interruptions (that is, less than three minutes)
- ▶ planned interruptions (where notice is provided to customers), and
- ▶ partial interruptions (for example, that affect one or two phases at an address with three phase supply, or that affect one connection point at an address with multiple connection points).

GSL payments are also adjusted in situations where SA Power Networks cannot safely access its equipment (for example, due to flooding,

blocked roads, or an authority preventing access). In these instances, only part of an interruption will be counted when GSL payments are calculated.

SA Power Networks' small claims scheme

SA Power Networks has a small claims scheme for small customers to obtain compensation for damage to their property that has occurred because a failure of SA Power Networks' infrastructure caused a voltage variation.

There are some exclusions from the small claims scheme. For example, claims cannot be made in relation to:

- ▶ lightning striking poles and wires and causing a surge
- ▶ flora or fauna falling onto or contacting power lines
- ▶ motor vehicles colliding with power poles
- ▶ voltage variation caused by a customer's solar or battery system, or other equipment, and
- ▶ a contractor striking, cutting or contacting an underground or overhead power cable.

Further information about SA Power Networks' Small Claims Scheme is available at <https://www.sapowernetworks.com.au/outages/make-a-claim/damage-claims/small-claims-scheme/> or on **13 12 61**.

Energy and Water Ombudsman SA

If you have a concern or are in dispute with SA Power Networks about the operation of the GSL scheme or about street light fault repairs, you should:

- ▶ first ask for your dispute to be escalated within SA Power Networks, then
- ▶ if your dispute remains unresolved, contact the Energy and Water Ombudsman SA.

The Energy and Water Ombudsman SA is an independent, free service for energy and water customers who want to resolve a problem with their provider.

If the Energy and Water Ombudsman SA cannot assist you, it will try to find an appropriate contact that can help.

Further information about the Energy and Water Ombudsman SA is available at www.ewosa.com.au or on **1800 665 565**.

¹ SA Power Networks is required to comply with the GSL scheme under the Electricity Distribution Code. See Essential Services Commission of South Australia, 2025, *Electricity Distribution Code EDC/14.1*, available at <https://www.escosa.sa.gov.au/industry/electricity/codes-guidelines/codes>.

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